

## MQIT MEETING MINUTES

**Meeting Chair:** Sheri L. Dawson

**Attendees:** Sheri Dawson, Dan Powers, Bob Bussard, Abigail Anderson, Sue Mimick, Don Reding, Lisa Christensen, Laura Richards-R1, Kathy Seacrest-R2, Angela Smith-R2, Ann Tvrdik-R3, Ginger Marr-R4, Linda Wittmuss-R5, Dean Settle-R5, Sharon Rathbun – R6, John Murphy – R6

**Meeting Date:** May 6, 2010

**Meeting Location :** Magellan Health Services

**Attachments:** MQIT Minutes April 1, 2010; Magellan Health Services NBHS Clinical Review Activity March 2010

**Meeting:** MQIT

Topic/Issue	Discussion	Recommendations/ Action	Resp. party	Due Date	Status
<b>Welcome and Start-up</b>	Review of minutes	Minutes approved			Complete
<b>Magellan Review of Log and opportunities to improve</b>	<p>Don Reding discussed the trends of the Authorization Modification Requests. For the last 4 months. January – 107, February – 85, March – 85, April – 101. The most frequent problem was that the Authorization Number was not generated.</p> <p>Providers need to make sure the social security number is correct. Providers have the ability to change spellings of names themselves in the database.</p>	<p>Sue Mimick suggested that Don Reding create a matrix which displays how the various problems with authorizations are inter-related and occurring for the MQIT group internally.</p> <p>Bob can email the tip to the Magellan List serve</p>	<p>Don Reding</p> <p>Bob</p>	<p>Next meeting</p> <p>By next meeting</p>	
<b>Tips for Newsletter or List serve</b>	There were no tips needed for the newsletter.				
<b>Phone time for authorization stats/report</b>	Lisa Christensen discussed the analysis of the phone time spent with providers for Magellan Customer Service Associates (CSAs) and that of Care Managers. The CSAs have a goal of an average speed of answering of 30 seconds or less. Their average was 17 seconds. There were 14,228 calls per month. Each CSA answered an average of 130 calls a day. Talk time average was 2 minutes and 34 seconds. The call				

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	<p>abandonment goal was less than 5% before a CSA answers the phone. The average was 2.7% for CSA call abandonment (% of callers that hang up before someone answers).</p> <p>The Care Managers (CMs) have a goal of less than 60 seconds speed of answering. In March it was 55 seconds. The call abandonment goal was less than 5% and came in at 2.7%. The average call time was 16 minutes and 59 seconds.</p>	Don was asked to provide a range of times for the calls.	Don	Next phone stats report.	
<b>Service location annual reports for large providers in R3 and R5</b>	Magellan will provide an annual report to the two large agencies with satellite offices in R3 and R5, Blue Valley and South Central, so they can each have reports with a breakdown by service and location for each satellite office.	Annual Report will be sent to Blue Valley and South Central by Magellan	Don	Annual Reports in Sept. 2010	
<b>Discharge process for Hospitalization crisis center.</b>	The process for discharging the levels of care for hospitalizations and crisis center was discussed. Options for pre-populating discharge screens given the short length of stay will be explored. The discussion will continue.	This topic should be added to the next DBH/Magellan Deliverables meeting. Bob was asked to send an email to George about it.	Bob	By next meeting	Ongoing Bob had the item listed on the Deliverable agenda meeting the next week.

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<b>Appeals Process/Peer Review Report: Review and identify trends, actions</b>	<p>The revised March report by Lisa Christensen was discussed.</p> <p>Very few of the denials that were Medicaid eligible are going to appeals to date. There is also a low number being appealed for Behavioral Health, but of those around half of them are then being approved for authorization.</p> <p>The total number of authorizations in the appeals report includes auths and re-auths. When a request is received by Magellan for an authorization it is either authorized, sent to review, or an alternative level of care is suggested to the provider. If the case went to Peer Review it will show up as Peer Reviewed authorization.</p> <p>A Provider can have:</p> <ol style="list-style-type: none"> <li>1. Peer Review and</li> <li>2. Reconsideration</li> </ol> <p>With little time spent by the Provider – these are additional looks at the clinical information.</p>				
<b>Appeals Process/Peer Review Report: Follow up on Region 1 Halfway House listing on Feb/March report</b>	<p>The Appeals Process report is designed according to Region of Admission. A Halfway House was listed in Region 1 by mistake. The staff recorded the County of Residence in the report instead.</p>	<p>Magellan is working on fixing this misunderstanding by staff and is conducting trainings on issues such as this for their staff.</p>	Don/Carl	Report back June mtg	

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<b>Administrative Discharge Update: Status update and pilot sites, next steps</b>	Magellan has identified approximately 200 crisis discharge records from CMHC and approximately 25 records from different levels of care from The Bridge to be discharged by the pilot test protocol (preparing for the mass administrative discharge).				
	Don will send the recommendations/report of names to CMHC. CMHC has a June 15, 2010 deadline to review and approve the discharges. The Bridge stated it would only take them a few days to review their recommendation of discharges once Don sends it to them.	CMHC will review the discharge recommendation by Magellan by June 15, 2010.	Dean Settle, CMHC	June 15, 2010	
	After Magellan finishes discharging records from these two providers they will work with other providers and more levels of care on their discharges.	The Bridge will review their discharge recommendation from Magellan within a few days after they receive it.	The Bridge	No due date	
	Providers should also currently have a discharge process in place, however, to prevent a build-up of discharges again.				
	Kathy Seacrest has questions about the Re-registration Report and the Discharge Compliance Report	Conference call with Region 2 and DBH	Bob will schedule a phone call with	Schedule by next meeting	
<b>Misc: Upcoming Training Events</b>	Two trainings of "Provider Review Forum" are being held on May 7, 2010 by Lisa Christensen of Magellan concerning the appeals process. They are from 1-2:30pm and 3-4:30pm CST. The conference call# is 888-273-3658 and code 3745887.	Bob will send the training announcement to the Big List	Bob	ASAP	Complete
	There will be trainings for GAP providers in the near future.				
	The new website for Magellan is up. <a href="http://www.magellanoftnebraska.com">www.magellanoftnebraska.com</a>				
<b>Next Steps and Meeting Close</b>	Next meeting is June 3, 2010, from 2-3:30pm CST at Magellan.				
	The meeting was adjourned at 3:30pm.				

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Respectfully submitted,

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(Name of minute's taker)

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(Date)

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(Name of Chair)

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(Date)